



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Knitl et al.
App. No.: 09/254,101
Filed: March 1, 1999
Title: METHOD FOR INCORPORATION FUNCTIONS OF AN AUTOMATIC
CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE
ANSWERING SYSTEM
Art Unit: 2645
Examiner: Hoosain Allan
Docket No.: 112740-072

Commissioner for Patents
Washington, DC 20231

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RESPONSE TO OFFICE ACTION

Sir:

This Response is submitted in response to the Office Action dated November 27, 2001.
Applicants respectfully request reconsideration and allowance of the patent application.

REMARKS

The Office Action was issued on pending claims 19-35. In this response, no claims have been amended, added, or cancelled. Thus, claims 19-35 are pending in the case.

In the Office Action, claims 19-21, 25-27, 30, and 35 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont, U.S. Patent No. 5,915,010. Claims 22 and 31-33 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont in view of Morganstein et al., U.S. Patent No. 5,020,095. Claims 23-24 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McClamont in view of Williams et al., U.S. Patent No. 5,627,884. Claims 28-29 were rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont in view of Costello et al., U.S. Patent No. 4,510,351. Claim 34 was rejected under 35 U.S.C. § 103(a) as being unpatentable over McCalmont in view of Morganstein et al. and further in view of Costello et al. Applicants respectfully disagree.

Applicants' invention, as claimed in claim 9, pertains to a method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network. Claim 19 calls for the step of directly coupling the automatic call distribution system and the

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